

Iowa Department of Elder Affairs

Programs, Functions, & Collaborative Partnerships

September, 2002

The Older Americans Act: Under the Act, the Iowa Department of Elder Affairs has the responsibility to:

- ***Advocacy:*** *Serve as an effective and visible advocate for older individuals by reviewing and commenting upon all State plans, budgets, and policies which affect older individuals and providing technical assistance to any agency, organization, association, or individual representing the needs of older individuals, develop, submit and administer a State plan under the Act in cooperation with the Administration on Aging;*
- *Be primarily responsible for the **planning, policy development, administration, coordination, priority setting, and evaluation** of all State activities related to the objectives of this Act, and administer dozens of other associated activities*

IOWA DEPARTMENT OF ELDER AFFAIRS

VISION STATEMENT

Iowa will be a destination for older people who find here a welcoming community that offers ample opportunities to live, work, recreate, learn, and be of service.

MISSION STATEMENT

The mission of the Iowa Department of Elder Affairs is to provide advocacy, educational and prevention services to older Iowans so they can find Iowa a healthy, safe and enjoyable place to live and work.

Case Management Program for Frail Elders (CMPFE): The CMPFE program operated via local Area Agencies on Aging in all 99 Iowa counties is the network that coordinates home and community based services for frail and vulnerable Iowan's over the age of 60. The program also serves as the coordination system for home and community based services for Iowan's qualifying for Title XIX Home and Community based services (Medicaid) via the Elderly Waiver, Ill and Handicapped Waiver, Brain Injury Waiver and HIV/AIDS Waiver. Direct services provided by Iowa's Senior Living Trust and the Administration on Aging National Family Caregiver Program are also coordinated through the CMPFE program. In FY 01, the

CMPFE program helped reduce Iowa's Medicaid deficit by \$26,927,712. This is a remarkable return on the investment of \$2,036,487 for case management services and \$908,802 for direct services in general funds appropriated in FY 02. While Iowa's General Assembly has appropriated dollars to expand the program into all 99 Iowa counties, no increase has occurred to bolster the program since its inception in FY 88.

Senior Living Trust: The Department of Elder Affairs, in close collaboration with the Department of Human Services, was a partner in establishing a system to deliver home and community based services to seniors most in need while simultaneously reducing Iowa's Medicaid deficit. The Department of Elder Affairs expanded the parameters for use of the intergovernmental transfer funding to include funding for community-based services (some states had used this source of funding exclusively to fund nursing home conversions). The results are services to over 15,851 (October 1, 2000 to April 30, 2002) older Iowan's in need since October 1, 2000. The recent state budget deficit has necessitated redirecting dollars in the trust to help offset Iowa's Medicaid deficit. In order to continue impacting the Medicaid deficit, careful consideration must be given to the ongoing viability of the trust.

Housing/Assisted Living: The Iowa Department of Elder Affairs has entered into a partnership with the Department of Inspections and Appeals related to implementation of the assisted living program. The Department of Elder Affairs, based upon statutory authority, issues certificates, recertification reports, and complaint reports based upon recommendations from the Department of Inspections and Appeals. The Department of Elder Affairs provides support in the scheduling of recertification and complaint investigations. The Department of Elder Affairs maintains files of all certified assisted living programs and maintains a database of information about all certified programs. The Department of Elder Affairs responds to inquiries regarding assisted living programs and advocates for issues concerning assisted living policy issues.

Affordable Assisted Living: The Department of Elder Affairs has solicited and received grant funding and federal funding to make Assisted Living affordable and accessible to Iowa's seniors. The attraction of additional funding from Robert Wood Johnson for the Coming Home Project will add more affordable Assisted Living than through any other venue, including the addition of Assisted Living through the Senior Living Trust. Estimated funding to Iowa, with a combination of funds from USDA-RD, HUD, tax credits and other funding sources, ranges from \$41-60 million in the next ten years. NCB Development Corporation (a cooperative bank) is applying for a \$600,000 to \$700,000 USDA-RD Community Development Initiative to develop affordable housing for rural, senior and disabled populations.

Alzheimer's Grant: The Department of Elder Affairs attracted the first ever \$1 million Alzheimer's grant in Iowa in a collaborative effort working with the Area Agencies on Aging, University of Iowa College of Nursing, and the University of Iowa College on Aging. The grant is focused on rural caregivers and/or patients and those who live alone with Alzheimer's. Use of telemedicine and other research methodologies have been well received and give promise to be a successful funding of a second three-year grant.

Performance Outcome Measures Project - Administration on Aging Grant: This grant provides training to the aging network in Iowa on performance outcome measures, and the collection of valid data by using correct surveying methods and continues field testing in the domains of Capacity Building, Barriers to Service, Nutritional Risk, Information & Assistance, Caregiver, Case Management, and Transportation.

Senior Internship Program/Title V Employment Program: The newly created Iowa Senior Internship Program has increased administrative efficiencies by reducing the number of Area Agencies on Aging, the entities responsible for managing the program, from eleven down to four. This will result in meeting newly established Department of Labor requirements and will not only preserve federal grant monies, but will make Iowa eligible for 75% of all new federal dollars added to the program. For the first time, the Department of Elder Affairs has moved employment program for senior citizens to the private sector. Department of Elder Affairs has also collaborated with Workforce Development on a highly effective \$60,000 New Employment Opportunity Funds (NEOF) grant in the Quad-Cities, putting seniors to work.

Note: Due to the Iowa's budget deficit, IDEA does not meet the 10% match requirement to draw down the federal grant. It is through the support of the four Area Agencies that are project sub-sponsors that the State of Iowa is able to meet the match requirements of the federal grant.

OLDER WORKER COUNCIL: The Older Worker Council is a group of government agencies, and employment service providers that conducts planning, advocacy and coordination activities for mature/older workers. It was created in 1989 as part of the observance of National Employ the Older Worker Week. The OWC is committed to:

- . Raise awareness and provide information to combat stereotypes about older worker skills and abilities
- . Encourage older workers to remain longer in the workforce or to reenter it.
- . Remove barriers that are counterproductive to the participation of mature workers in the workforce.
- . Identify, coordinate and develop training and education opportunities for older workers.

Iowa's Mature Worker Consortium: The Department of Elder Affairs established Iowa's first public/private venture to better utilize skilled older workers to meet Iowa's labor shortage. The Department of Elder Affairs collaborated with the Department of Economic Development to conduct focus groups in 2001 to better understand skilled older workers in Iowa. Findings of the focus groups found that: 1.) Older workers were willing to work provided they could access healthcare benefits and flexible time; 2.) Older workers were being actively recruited to other states such as Tennessee, Mississippi, Arizona, Texas and California; 3.) Older workers were leaving the state due to Iowa's pension tax; and 4.) Older workers were leaving the state to follow their children. In 2002, the Older Worker Council and Mature Worker Consortium partnered to become Iowa's Mature Worker Consortium and is coordinated by the Iowa Department of Elder Affairs Title V Employment Coordinator.

Note: No state general funds are appropriated to the consortium nor are any federal dollars allocated to this program.

WORK INCENTIVE GRANT:

The Iowa Department of Workforce Development, in partnership with eleven state agencies (Elder Affairs is one of the eleven) and organizations, propose to develop, expand and enhance its One-Stop Workforce Development Center system to become a valued employment and training service provider of choice for persons with disabilities, including beneficiaries of SSDI and SSI, and to prepare for successful implementation of Ticket-to-Work initiatives. The federal Department of Labor has awarded this consortium \$1 million to implement this plan. The project will upgrade Iowa's current one-stop delivery system to more effectively and efficiently:

- Assist individuals with disabilities in obtaining and retaining competitive, unsubsidized employment; and
- Assist employers in locating and connecting with potential workers, including persons with disabilities.

Older Iowans Legislature (OIL): Older Iowans Legislative (O.I.L.) is a collaborative effort by the Department of Elder Affairs and the Iowa Aging Network. OIL delegates represent many communities across the state of Iowa and seek out this opportunity to demonstrate their civic responsibility. During this two-day event, one hundred delegates will participate in committee meetings, attend caucuses, and debate in general session important issues impacting elders and their families as submitted by seniors across the state. OIL started in 1978 as a noble experiment in governing and has proven to be a very successful way to inform the Governor's office, as well as the legislative branch of our government, of the needs and concerns of older Iowans, as viewed by elders themselves.

**Note: This mandate receives no state general fund appropriation or federal dollars. 2002 marks the 25th anniversary of the Older Iowan's Legislature.*

Operation Restore Trust of Iowa: Since its inception in 1997, over 35,000 Medicare consumers in Iowa have received in-person contact at one or more of the 568 community events staffed by volunteers or the program coordinator. These consumers are now savvy to the problem of the waste, fraud, and abuse in the Medicare program. In addition, they have learned ways that they can protect themselves from identity theft and other scams. Over a million Medicare dollars have been returned to the program as a result of the efforts of Operation Restore Trust of Iowa.

Senior Health Insurance Information Program (SHIIP): The SHIIP program results from a grant from Centers for Medicare & Medicaid (CMS), which the Department of Elder Affairs receives. The program is administered through the Insurance Division.

The Senior Health Insurance Information Program offers information and confidential counseling at no charge to older Iowans. SHIIP counselors help answer questions about

Medicare and Medicaid, Long Term Care Insurance and Medicare Supplement policies. In addition, the counselors assist and advocate for older Iowans by finding resolutions to issues and questions relating to insurance. The counselors are located in the majority of the counties in Iowa. Where there is not a counselor in a county, other counselors act as circuit riders and provide services in those counties.

This work is accomplished by interactive presentations, booths/fairs/exhibits, radio shows, TV talk shows, press releases, public service announcements, etc. During the six-month period of 10/01 through 3/02, SHIP reached over 1 million Iowans to provide their information. All this is accomplished by 160 unpaid volunteers and 7 paid staff working a total of 8,608 hours. How do the volunteer counselors keep up with the changes and information they need to know? They attend training sessions. During the same six-month period, SHIP staff provided 32 training sessions which totals up to 438 hours of counselor training.

Iowa Family Caregiver Program: The Department of Elder Affairs received nearly \$1.4 million for the Iowa Family Caregiver Support Program. To effectively administer the program and ensure the delivery of services to caregivers, the Department works through the Iowa Association of Area Agencies on Aging (IAA). The IAA hired a coordinator and staff person to direct the program and manage the maintenance to the program's web site. The caregiver inquiries are handled locally at the Area Agency on Aging by Caregiver Specialists who assist the caregiver in receiving the needed information and/or services.

The Iowa Family Caregiver Program has established a web site that has resources for almost all counties in Iowa and includes many links to related sites. Recently, Iowa's program was chosen to be part of a national model research/demonstration/training program supporting community-based caregiving. Iowa will be one of six states participating in this national research project that focuses on access to information via the Internet and training of Information and Referral Specialists on how to use the Internet to carry out caregiving activities in their communities. Direct services provided by the National Family Caregiver dollars are coordinated through DEA's Case Management System for Frail Seniors.

Elder Abuse Initiative: A Senior Living trust appropriation has allowed The Department of Elder Affairs to collaborate with the Area Agencies on Aging, Department of Human Services, County Attorneys, Emergency Response Units, and others to establish, coordinate and monitor two demonstration projects that focus on the use of existing systems to intervene and protect elders from abuse. The mission of the initiative is on the prevention, detection, intervention and reporting of elder abuse. This initiative provides an opportunity for vulnerable seniors to be exposed to a service delivery system so that independence and respect can be protected. The demonstration projects are located in Scott, Muscatine, Clinton, Linn and Johnson Counties.

Elder Abuse Public Awareness and System Enhancement: The Iowa Department of Elder Affairs developed, updates and maintains a training program consisting of the following modules: public awareness, financial institutions, law enforcement and mandatory reporter training. The program's purpose is to raise awareness in the community and enhance system

coordination. The mandatory reporter training module curriculum meets the requirements set forth by the Iowa Department of Public Health and serves as the foundation for training of over 500 agencies / individuals utilizing this curriculum. Additionally, Elder Affairs has co-sponsored the 10th annual Dependent Adult Abuse Conference (2002), serves on the State Dependent Adult Protective Advisory Council, and hosts the State Elder Abuse Committee. Partnerships with other state agencies and stakeholders has allowed protection for more seniors, allowed for more information to be available to the community, and facilitated growth between and within systems serving the elderly.

Legal Assistance: As required under the Older Americans Act, the Department of Elder Affairs has a Legal Assistance Developer to coordinate legal assistance for older Iowans and to secure and maintain the legal rights of older Iowans. The legal assistance program is implemented in collaboration with the thirteen area agencies on aging and legal providers across the state, including the Legal Hotline for Older Iowans. Partnerships also include the Iowa Bar Association, County Attorneys Association, Iowa Medical Society, national organizations that advocate for elder rights issues, etc. The Legal Assistance Developer responds to inquiries, provides training and educational sessions and reviews and advocates for legislation related to elder rights and public benefits, including issues such as advance directives, guardianship and end of life issues. The current Legal Developer is the President-Elect of the National Association of Legal Services Developers.

Substitute Decision Making Taskforce: The department formed this task force in response to the concerns of health care and human services providers, attorneys, advocates and educators about the absence or inadequacy in Iowa of decision-making mechanisms. The task force has reviewed the current laws and developed a principles and recommendations fact sheet. In addition, the task force created the booklet, “Alternatives to Guardianship and Conservatorship for Adults in Iowa.” An educational information open house was held in the capitol and attended by 20% of the legislators to increase awareness on barriers to the substitute decision-making system. The Department of Elder Affairs has restructured the task force, which resulted in (1) moving from a leadership role into a facilitator role as well as a committee member (2) redistribution of responsibilities to enhance ownership and (3) establishing a sunset clause.

Long Term Care Ombudsman Office: The Long Term Care Ombudsman investigated 480 complaints in 2001. With two months remaining in the fiscal year, complaints are already 30% greater than last year due to increase word-of-mouth referrals and increased visibility through more on-site facility visits. Iowa’s complaint resolution percent is higher than the national average, which speaks to the improved working relationship between the Office and the provider community. In the most recent federal Ombudsman report, Iowa Ombudsman staff provided technical assistance consultation to 875 individuals and 450 facilities. Despite these numbers, Iowa ranks as one of the lowest in the country in number of Ombudsman per long term care bed.

In the past two years, significant progress has been made in efforts to increase support to Resident Advocate Committee volunteers. Despite a lack of increased State general fund dollars for the program, a new manual has been created for the volunteers, a new volunteer recognition program has been put in place, and federal approval was obtain for utilization of \$75,000 in Civil Money Penalties to create two training videos, conduct ICN training, and distribute newsletters. Through reallocation of existing staff resources, the response time to process volunteer

applications has been slashed from several months to 10 days average. Currently the Long Term Care Ombudsman's Office works in partnership with the Area Agencies on Aging to support and train 3,245 Resident Advocate Committee members statewide.

Certified Nursing Assistant Recruitment and Retention: The Department of Elder Affairs oversees the Certified Nursing Assistant Recruitment and Retention initiative with funding appropriated from Iowa's Senior Living Trust. The expected outcomes will include strategies for increasing the retention rate of Certified Nursing Assistants and recruiting additional persons into the direct care field.

Iowa's Seamless Project: The Department of Elder Affairs, in collaboration with Senator Harkin and his staff, developed the first year funding of \$1.5 million for the Iowa's Seamless Project. Older American's Act, Title IV federal dollars, will begin the planning process to streamline Iowa's home and community based long-term care delivery infrastructure to better meet the needs of Iowa's seniors, with proposed collaboration with Department of Human Services, Department of Inspections and Appeals, Information Technology Department, the Area Agencies on Aging and AARP. The proposed system will encompass clear access points for frail seniors and their caregivers; accessibility to the right services at the right time; and efficiency in the delivery of services for seniors, professional caregivers and for those who pay the cost of services. It is proposed that the total project will cover a three-year period (years 2 and 3 would be funded at 1.5 million each as well, however, it should be noted that funding is not guaranteed). Year one will focus on assessing existing systems and recommendations to streamline those systems. In proposed year two, the project will focus on implementation of the streamlined system and in proposed year three, the project will evaluate the system implemented.

Adult Day Services: Iowa has no system of certification or licensure of adult day service programs. At this time, accreditation by providers is voluntary. Fewer than five Iowa programs are currently accredited. Approximately 27 adult day programs existed in 1997, 53 adult day programs were self-identified in 2000, and 83 programs were self-identified in July 2001.

The department does not now, nor has it at any time provided oversight to the adult day service industry. The department recommends that statutory language be sought in the 2003 session of Iowa's General Assembly to establish statutory authority of oversight and consumer complaint investigation to the Department of Inspections and Appeals, with necessary appropriations being allocated by Iowa's General Assembly to carry out oversight.

Note: In 2001, the Iowa General Assembly passed statutory language directing DEA to establish a system of oversight and consumer complaint investigation by July 1, 2002 or when the General Assembly appropriated sufficient resources. Due to the state budget deficit, DEA did not submit a request for appropriation in 2002. The Department does not have the resources at this time to establish such a system.

Governor's Conference on Aging: The Governor's Conference on Aging is a two-day conference held annually in early May and is a joint effort between DEA and a Steering Committee composed of over 20 public and private organizations. The conference has earned a well-deserved reputation of being one of Iowa's foremost events, attracting

large numbers of professionals who work with the aging population, as well as many older Iowans and their family members. The conference offers general sessions, educational workshops, health screenings, entertainment, exhibits, and opportunity for attendees to network with their peers.

DEA staff coordinates all aspects of the conference based upon the decisions made by the steering committee and subcommittees. Each year the conference continues to improve and receives high praise from hundreds of conference attendees. Planning has begun for the 24th annual conference to be held on May 19 and 20, 2003. There is no general fund appropriation for the Governor's conference on Aging.

Nutritionist: Staff efficiencies have been established via a shared position between the Department of Elder Affairs and Department of Public Health to hire a nutritionist to address issues of diet and health responsive to elders of Iowa. The department dietitian is a noted expert in the field of geriatric nutrition and has published multiple periodicals and papers. The nutritionist provides training on a statewide basis to health care groups such as Iowa Health Care Association, Governor's Conference on Aging and Iowa Diabetes Coalition. Nutritional workshops are provided to the nutrition staff of the Area Agency on Aging, public health nurses and home health aides and registered dietitians providing service to Medicaid elderly waiver clients.

Healthy Aging/Nutrition Program

The Department of Elder Affairs' nutrition program is designed to improve clients' health through improved nutritional intake via meals and nutrition education. Meals meet nutrition standards including Dietary Guidelines and 1/3 the recommended nutrient daily intake. Emphasis is placed on serving older Iowans with the greatest social and economic need, the frail elderly, and on reducing the isolation. During the FFY 01, 2,213,700 meals were served at 442 congregate meals sites and 1,683,414 home delivered meals were provided. Funding for these meals is appropriated via the Older Americans Act and administered by the Administration on Aging along with individual contributions and local funds. Additional meals are also provided with funding from the Senior Living Trust Fund.

Seniors Farmers Market Nutrition Program

The Iowa Seniors Farmers Market Nutrition Program funded by The U.S Department of Agriculture and administered jointly between Iowa Department of Agriculture and Department of Elder Affairs. The program provides low-income seniors with \$26 in checks to use for fresh, locally grown fruits and vegetables. Nutrition education materials have been developed to accompany distribution of the checks at the Area Agency on Aging offices and meals sites.

Legislative Accomplishments: The Department of Elder Affairs has actively and successfully opposed legislation in multiple legislative sessions that was not in the best interest of seniors, both from a community based perspective and from the perspective of older Iowans who are institutionalized and unable to advocate for themselves. The Department has been a collaborative partner in establishing Iowa's Senior Living Trust and works closely with other advocacy groups such as the Area Agencies on Aging and AARP.

Intergenerational Program: The Department of Elder Affairs has initiated a collaborative intergenerational nutrition program with the Department of Education, involving the Northwest Aging Association and Harris-Lake Park School System for the purpose of enhancement of nutrition and expanded educational opportunities for high school students. Additional plans are to initiate opportunities for intergenerational activities to include use by seniors of elementary school gymnasium for walking; seniors and K-8 students eating at the same site and using the same kitchen; interchange of seniors reading to the students and students teaching seniors on subjects such as computers.

Transportation Coordination Council: The Department of Elder Affairs is a member of the Statewide Transportation Coordination Council as per Iowa Administrative Code 761-910.3. The purpose of the council is to review information and policies related to the coordination of transit providers statewide and to make recommendations for related transit coordination policy issues.

Older Drivers: The Department of Elder Affairs has provided leadership to the Older Drivers Task Force, which is sponsored by the Safety Management System of the Iowa Department of Transportation. The focus of this initiative is to:

- Sustain safe mobility in Iowa Drivers with appropriate assessments and decision options for licensed drivers.
- Accommodate older drivers with roadway enhancements that help with driving capacity changes occurring with aging.

The Older Drivers Task Force is sponsoring the Older Drivers Forum on June 19-20, 2002 in West Des Moines. This forum is for professionals and older Iowans and will discuss why Iowa cares about older drivers and what we can do to help with making safe mobility decisions.

Other Collaborative Initiatives Involving the IDEA:

- Iowa Priority (Iowa's RX discount program for Medicare eligible residents).
- Iowa's Mental Health Forum: Due to elimination of funding for mental health outreach, minimum funding via Medicare for mental health services and the need for seniors to access psychotropic medications, the Department is a collaborative member of this initiative seeking changes in public policy and mental health reform to better meet the needs of older Iowans.
- End-of-Life Care Coalition of Central Iowa – Department staff are active members of this organization which is a broad-based community coalition seeking to:
 1. Promote careful reflection, extensive discussion and proactive, informed decision-making on end-of-life care decisions, and;
 2. Stimulate dynamic community awareness with respect to end-of-life care issues

The short-term goals of the coalition are to promote awareness of the coalition, promote education that leads to transformation and to identify a community inventory of resources and third party reimbursement systems.

- Substitute Decision-Makers Task Force – Department staff act as facilitator for this group whose goal is to affect changes in legislation to address three stated issues which currently prevent some persons in Iowa from securing a substitute decision-maker in the event that they are not able to obtain a guardian or power of attorney. Forty-three states have some form of public guardianship. Iowa is one of the seven that does not. The goal of this task force is to address the need for and seek changes to allow provisions for public guardianship in Iowa. A secondary goal is to increase education about the use of alternatives, such as advance directives, and legal mechanisms available to designate decision makers prior to incapacity.
- Iowa Medicare Partner's Coalition – Department staff participates with this coalition that includes those agencies/contractors in Iowa that contract with Centers for Medicare & Medicaid for educational resources. Coalition members have monthly conference calls with CMS and also coordinate activities on the local level to ensure services/educational opportunities are provided but not duplicated.
- Dependent Adult Protective Advisory Council
- Elder Abuse Committee. Facilitate a multi-disciplinary group of professionals to increase public awareness of the issue of elder abuse. The committee has developed many educational pieces, spearheaded the "Elder Abuse Hurts, Too" public awareness campaign and hosted 16 professional forums around the state to gather input from persons working with the adult abuse law.
- Senior Living Coordinating Unit
- Financial Safety Planning for Older Women booklet. Developed in collaboration with the Iowa Coalition Against Domestic Violence, Iowa Commission on the Status of Women and the Department.
- Legal Hotline for Older Iowans Advisory member
- Legal Services Corporation of Iowa state planning advisory member
- National Law and Aging Conference. The Legal Services Developer is on the planning committee for this national conference.